

Patent  
Attorney Docket No. 10761.1460  
Customer No. 81,331

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re Application of:	)	
	)	
Robert E. Wollan et al.	)	Group Art Unit: 3624
	)	
Application No.: 10/811,439	)	Examiner: Brandi P. Parker
	)	
Filed: March 26, 2004	)	
	)	
For:: ENHANCING INSIGHT-DRIVEN	)	Confirmation No.: 1477
CUSTOMER INTERACTIONS	)	

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

**EXTENSION OF TIME**

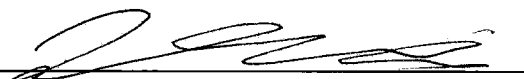
Applicant petitions for a one month extension of time to file a reply to the Office Action of July 21, 2009. A fee of \$130.00 is enclosed.

Please grant any additional extensions of time required to enter the attached reply and charge any additional required fees to Deposit Account 06-0916.

Respectfully submitted,

FINNEGAN, HENDERSON, FARABOW,  
GARRETT & DUNNER, L.L.P.

Dated: November 23, 2009  
(November 21<sup>st</sup> being a Saturday)

By:   
John S. Sieman  
Reg. No. 61,064  
Phone: 202-408-4000  
Fax: 202-408-4400  
Email: john.sieman@finnegan.com